

Privacy Policy

Effective date: 1 January 2025

Zuleka Coaching And Consulting Services Pty Ltd, a company incorporated in South Africa

Registration number: 2018/296650/07

1. Introduction

Zuleka Coaching And Consulting Services Pty Ltd ("we", "our", or "us") respects your privacy. This policy explains how we collect, use, and protect your personal information when you use our website, or coaching and hypnotherapy services, in compliance with South Africa's Protection of Personal Information Act, Act no 4 of 2013 (POPIA).

2. Personal Information We Collect

We collect personal information that you give us voluntarily via contact forms or emails. This includes:

- First and last name;
- Email address;
- Phone number;
- Information relating to your coaching and hypnotherapy needs, medical history, or progress; and
- Technical website data (via cookies and IP addresses).

3. Why We Collect and Process Your Data

We process your personal information only for specific, lawful purposes, such as:

- Scheduling and delivering coaching and hypnotherapy sessions;
- Communicating about appointments or inquiries;
- Sending invoices; and
- Improving our website and user experience.

4. Sharing Your Information

We do not sell or rent your personal information. We may share data with trusted third-party operators who assist our business operations, including:

- Video conferencing tools (e.g., Zoom; Microsoft Teams; or Google Meet); or
- Cloud storage.

5. Data Security

We implement strict technical and organisational security measures to protect your personal information against loss, damage, or unauthorized access.

6. Your Rights

Under POPIA, you have the right to:

- Request access to the personal data we hold about you;
- Request correction or deletion of your personal data;
- Object to the processing of your personal information; and
- Lodge a complaint with the **Information Regulator of South Africa** if you feel your rights are violated.

7. Information Officer Contact Details

If you have questions or wish to exercise your data rights, contact our Information Officer:

- **Name:** Zuleka Jasper
- **Email:** Info@ZulekaCoaching.co.za